

Merepark Patient Panel Newsletter

Autumn 2010

Vol. 1 Issue 1



Online Services

The practice has several online services available:

- Booking appointments
- Requesting repeat prescriptions
- Changing your contact details, including giving the practice your mobile number or email address
- Leaving messages (that do not require a response or urgent attention)

If you have not already registered to use the online services, please call in to the practice to collect your registration form, or email a request to:

contact.merepark@nhs.net
and a form will be posted your registered address.

Another way to access the online booking service is through interactive digital television services from your home TV set, if you have this service available.

Alternatively, if you have a web enabled mobile phone, services are also available through www.lookinglocal.gov.uk and this site is also available through Nintendo Wii!!!

New Look Newsletter

Welcome to the Autumn Edition of the new look Merepark Patient Panel Newsletter. Please read this and pass it on to your friends and family and let us know if you have any comments or suggestions, not only on the Newsletter, but on the services provided by the Practice. You can do this via the suggestion box in the Surgery or via email to: mereparkpatientpanel@live.co.uk

Chronic Diseases Clinic

All patients registered on any chronic disease register are offered an annual health check. These health checks are essential to monitoring medication and general health. Chronic diseases include asthma, coronary heart disease, chronic obstructive pulmonary disease, diabetes and chronic kidney disease.

A well-person check for patients between 40 and 75 years of age is now offered, consisting of a routine fasting-blood test including cholesterol, followed by a 15 minute appointment with a practice nurse. During this appointment your risk of developing chronic heart disease or diabetes can also be assessed.

Merepark Medical Centre

Alsager Health Centre 12 Sandbach Road South

Alsager Stoke-on-Trent ST7 2LU

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Telephone System.

The practice are aware of ongoing problems with the telephone service and have continued to look into these. They have now opened more lines and drafted more staff onto the system. If you do find the experience more positive, please give the practice some encouragement and let them know! Please remember that if you want to leave a message that does not require a reply, (e.g. to cancel an appointment) you can email contact.merepark@nhs.net

Volunteer Drivers.

If you can spare a few minutes once a month or twice a month your help would be greatly appreciated by those who cannot get to Doctors and Dentists appointments without a lift. Please think about this and ask at reception if you can help out.

Flu Jabs.

It is that time of the year again and the Flu Jab clinics will be as follows:

Saturday 9th Oct – 9 am until 12 Noon;
Monday 18th Oct – 9 am until 11 am;
Thursday 21st Oct - 4 pm until 6 pm

If you are 65 or you are in a “vulnerable group” please attend on one of these dates. If you are unsure please contact the Practice who will be happy to advise.

Minor Ailments Scheme.

The three local chemists are all able to offer effective advice and treatment for certain minor ailments, e.g. conjunctivitis, cystitis / urinary tract infection, thrush, head lice, hay fever and can dispense appropriate drugs, similar to what your GP may prescribe including antibiotics, at the standard prescription cost (free if exempt)

Please ask at reception or local chemist for more information on any of the above services.

Sexual Health.

You can now easily get yourself screened for Chlamydia which can have no symptoms but cause infertility. No swabs are required just a simple urine test (must not have passed urine for at least 1 hour before doing the sample). Any patients aged between 15 and 25 are encouraged to do this test, but anyone who feels at risk is welcome to take the test - ask at reception for details or collect a pack. (If you are a Merepark patient, these packs are also available in the Disabled toilet opposite reception.

Join the Patient Panel

We are looking for new members. If you are currently a patient of Merepark Medical Centre and you would like to be more involved and become a member of the patient panel please contact us via email:

mereparkpatientpanel@live.co.uk or by asking at reception.

The panel acts as a conduit between the Practice and all Patients and is involved in promoting as much communication as possible between the two and helps to fine tune and improve the care and services offered to patients.

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